

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ORIGINAL



0000123849

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 93873

Date: 3/15/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Qun Hui

Chen

Account Name:

Qun Hui Chen

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

Buckeye

CBR:

State:

AZ

Zip: 00000

is:

Utility Company:

Water Utility of Greater Buckeye, Inc.

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

*****RECEIVED FROM COMMISSIONER BURNS OFFICE*****

From: Qun Hui Chen [mailto:qunhui.chen@arizona.com]
Sent: Tuesday, March 01, 2011 12:28 PM
To: Burns-Web
Subject: Concern

Ms Burns,

I live in Buckeye and I am very concerned. How is it possible for the AZ Corporation Commission to approve all the water and other utilities rate hikes? I just moved from one home to another in Buckeye. My water bill alone has been increased tremendously. Where I used to live the water was city water and now my water is by a private company. They (American Water) just received an increased not long ago and now there is another application for another hike. I am paying over \$60 if I am lucky for just water and sewer. With my old place, I paid the max amount of \$90 for water, sewer and trash all together. Do you understand that I have at least 4 bills - utilities only for one location:

Arizona Corporation Commission

Water/Sewer

Trash

Electricity

Gas

DOCKETED

MAR 16 2011

DOCKETED BY

In addition, I went to the AZCC website to fill out my comments but all of your forms are corrupted. I was not able to open any of the forms so I can make a comment on each utility company.

RECEIVED
2011 MAR 16 P 2:04
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

What I am asking is that you stop increasing our expenses. If they can't run a business without hiking our rates, I am sure that there are tons of companies can do a better job. Do you not know that our wages do not go as often and high as these companies? You got to be kidding me. I already paid enough of taxes left and right.

Thank you for your attention.

Best,

Qun

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

sent the following letter to consumer:

March 15, 2011

Qun Hui Chen
Buckeye, AZ

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION
DOCKET NO. W-02451A-09-0078

Dear Sir/Madam,

¶Your opinion regarding the Valencia Water Company - Greater Buckeye Division ("Valencia") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-02451A-09-0078

End of Comments